

Email submission by Trevor Rackley.

Department of Communications' Review of the national Triple Zero (000) operator 2014.

'I have just completed your survey and found some of the questions very interesting, one question I would like to add along with a suggestion.

With a national call centre what would happen if there was a massive communication break down in the system ?

What backup system is in place ?

There should be a state OOO system, my suggestion is can there be a state initial put in after the OOO. IE for Queensland..... OOOQ.....NSW.....OOON and so on then there would be no doubt where the call came from.

Keep up the excellent work, the operators are unsung hero's who never get a mention.

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